what I described to you: An affirmative key stroke, which we referred to for simplicity's sake as a button--think of it as a computer screen prompt--must be done by that sales representative in order for that data to be displayed to their screen.

MR. OATES: Okay. Is it true,

Ms. Lichtenberg, if an employee were so inclined,
they could make that affirmative key stroke without
the third-party verification having been done?

MS. LICHTENBERG: This is not related to third-party verification. I want to be very clear of that. That's why I separated them.

Third-party verification is an FCC ruling and a process for customers who decide to migrate their service either to a local carrier, competitive local carrier, or to another long-distance carrier.

When we talk about CPNI, we talk about another FCC issue that has to do with what portion of the customer service record is deemed customer-proprietary. So, on a third-party

5 want you."

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verification, the customer has already made the 2 decision to come to MCI WorldCom. They have 3 affirmatively said, "Yes, I want your service." Ιt  $\parallel$ is not CPNI once the customer has said, "Yes, I

MR. OATES: Let me ask you, if you would, 7∥to turn to page five of your direct testimony that 8 was filed on July 31 regarding issues I-8 and I-11. 9 And that's WorldCom Exhibit 7.

MS. LICHTENBERG: I assume I'm looking at the right document.

> MR. OATES: I'm sorry, WorldCom 2.

MS. LICHTENBERG: Let's hope that the 14 printout I have is right, so if you could quide me 15 to it.

MR. OATES: On the version I have, it's 17 page five. The question I'm interested in starts 18 on line number two: "If monitoring is 19 unacceptable, how can Verizon make sure that 20 WorldCom is using CPNI properly?"

MS. LICHTENBERG: I don't have that copy, 22 | if someone could provide it to me.

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MR. OATES: I will read it to you, and I 2 will give it to you.

Again, the question -- and this is your direct question--"If monitoring is unacceptable, 5∥how can Verizon make sure WorldCom is using CPNI 6 properly?" And it says, "First, WorldCom's internal procedures ensure that CPNI is not 8 improperly accessed. The computer system requires 9 that a button be pressed to check a box, indicating 10 that consent was obtained and verified. 11 information cannot be accessed if that box has not 12 been checked."

That's the process I'm interested in.

MS. LICHTENBERG: Yes, and that is CPNI. That is not third-party verification, just to be 16 clear.

MR. OATES: How is the consent obtained, and how is it verified as referred to in that 19 paragraph?

MS. LICHTENBERG: What we are talking about, just to be really simple, is the FCC, under 22 the CPNI rulings, proposed specific language that

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1 you ask a question of a customer of "May I have 2 permission to view your records?" That's exactly 3 the same question, by the way, that is asked by |Verizon if you were to call in to add a feature or 5 make a change.

Once the customer says yes, our sales representative must make an affirmative key stroke, which we referred to here as pushing a button.  $9 \parallel \text{It's}$  again, as I said, a computer transaction. 10 They are sitting at a computer monitor.

Once that happens, the CPNI--the CSR that contains the CPNI information is retrieved and brought to the desktop, the computer monitor the 14 sales representative is working on.

MR. OATES: And if the sales 16 representative were so inclined, could they not make that affirmative key stroke without having obtained the customer's assent?

MS. LICHTENBERG: I suppose that is the case. We do monitoring of our customers--I'm sorry, of our customer service personnel, to ensure 22 that that does not happen, but it is conceivable.

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Okay. How is the consent MR. OATES: verified? Your testimony said the consent is obtained and verified. Is there any verification process in the example that you just gave me?

MS. LICHTENBERG: The question is asked of the customer just as it is asked by Verizon. is no additional verification that the customer allowed consent to see his CSR.

Once the customer comes to a CLEC, that CPNI information is no longer treated as CPNI 11 because it's now part of the requirements for provisioning of service, but every single customer that MCI sells to has third-party verification that they did make the decision to come to MCI for their carrier.

MR. OATES: Continuing with your testimony on that particular point, Ms. Lichtenberg, you suggest that any additional protection Verizon may need with regard to the handling of CPNI could be done through conducting an audit; is that right?

> MS. LICHTENBERG: Yes, absolutely.

MR. OATES: Do you know how often the

1 Interconnection Agreement, in general terms.

provides for audits to be conducted between the 3 parties?

4 MS. LICHTENBERG: No, I'm not familiar 5 with the length of time.

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6 MR. OATES: Do you know how long it would 7 take to do an OSS audit?

MS. LICHTENBERG: If we were to be auditing CPNI or all usage, I would need some more 10 specificity.

MR. OATES: Have you ever been engaged in an audit of CPNI or OSS usage?

MS. LICHTENBERG: No, we have never been 14 asked to audit CPNI or OSS usage.

MR. OATES: Perhaps you're not the proper 16 witness to answer this question, but if you know, 17 in general terms would WorldCom not expect some notice prior to the conduct of an audit by Verizon of OSS usage or CPNI usage?

MS. LICHTENBERG: I assume it's covered in the contract, but I can't speak to it.

MR. OATES: Again, if you know, would it

be your expectation that an audit would take some time to notify the parties and then complete it? 3 MS. LICHTENBERG: I don't know the terms under which an audit would be conducted. 5 MR. OATES: I have no more questions on 6 issue I-8. Thank you, Ms. Lichtenberg. 7 MR. HARRINGTON: That means you have no questions for Dr. Collins on it? MR. OATES: 9 That's correct. 10 **OUESTIONS FROM STAFF** 11 MS. CARPINO: Ms. Lichtenberg, I have one question for you on I-8. I believe counsel for Verizon asked you 13 whether, to your knowledge, Verizon currently 14 15 monitors OSS, and I will use that term generically as well, and you responded that it wasn't clear 17 **l** from the Verizon testimony whether that is, in fact, the case; is that correct? 18 19 MS. LICHTENBERG: Yes. 20 MR. OATES: The question was whether she was aware of the Verizon monitors EDI interface

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22 part of the OSS.

MS. CARPINO: All right. You stated it 2 was not clear, based upon the testimony?

MS. LICHTENBERG: It was not clear, based  $4 \parallel$ upon this testimony. I do know that we have 5 been--when our usage has gone up, we have often 6 been asked if there were some reason for that, but 7 I think that's just so that Verizon can make sure that it has the proper resources to handle things.

MS. CARPINO: So, to your knowledge, 10 WorldCom has never entered into an agreement with Verizon that would allow them to monitor your 12 usage?

> That is correct. MS. LICHTENBERG:

MS. CARPINO: Thank you. That's all I

15 have.

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MR. KOERNER: I have a couple of questions on issue I-11 for any of the parties.

Are any of you aware of issue I-11 coming 19 up in other states? Dr. Collins or

20 Ms. Lichtenberg?

DR. COLLINS: Outside of the filing of 22∥Interconnection Agreements, I'm not aware of any

particular attention paid to that issue by state commissions.

Has it come up in the MR. KOERNER: context of other Interconnection Agreements?

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DR. COLLINS: Only to the extent that provisions provide it in general, not specifically related to OSS, but the general provisions are included in ICAs which then get approved by state commissions.

MR. KOERNER: I'm speaking to issue I-11 regarding termination of OSS.

> DR. COLLINS: Once again, please?

MR. KOERNER: The issue I-11 regarding termination of OSS.

> DR. COLLINS: Yes.

MR. KOERNER: 16 Has that issue come up, my question?

No, not termination per se DR. COLLINS: 19 with respect to a section of the Interconnection 20 Agreements that address termination of OSS, but 21 there are termination clauses in the ICAs which 22 apply to any breach of performance, which then

could be applied to OSS. It is those terms in the ICA, at least in Cox's experience and my experience inside and outside of Cox, it is those agreements that get reviewed by the state commissions, but I'm not aware of any particular case where OSS has been treated as a separate and distinct issue related to audits and termination.

MR. KOERNER: Thank you.

MS. LICHTENBERG: From WorldCom's perspective, and I participated in arbitrations in other jurisdictions outside of Verizon, we--I do not remember any clauses that state that some sort of undefined misuse of OSS could result in shutting off access to OSS. There is no specific issue that I'm familiar with like this in other agreements.

MR. ANTONIOU: On Verizon's behalf I could speak to the contracts that we have negotiated in the former Bell Atlantic territory, and I know this was a standard provision. And numerous contracts were, in fact, submitted, signed by both parties that were approved by various Commissions. I don't recall anybody in the contracts I negotiated that

raised this as an issue, although that's possible.

I know that we didn't arbitrate this to the extent

anybody may have raised it as an issue, at least

the ones I was involved in. I have no knowledge of

anybody else having had it as an issue in the

MR. KOERNER: Thank you.

arbitration.

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Also, has any party used the Web GUI with an electronic interface in the manner that the Verizon's attorney was referring to?

DR. COLLINS: Cox does not use robots.

MS. LICHTENBERG: MCI WorldCom does not use robots. We don't know who did or when.

MR. OATES: From Verizon's perspective, our witness will be able to answer that question by telephone.

MR. KIRCHBERGER: AT&T, to the best of my knowledge, does not use robots with Web GUI.

MR. KOERNER: Also, to the attorneys, will these witnesses be available later this afternoon when Verizon's witness is testifying by phone?

MS. MERIWEATHER: Yes, for WorldCom, yes.

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MR. KOERNER: Great. That's all I have.

MR. HARRINGTON: We were hoping the answer would be no, that he wouldn't need to be. He's got his third plane reservation.

> MR. KOERNER: Okay. That's all I have.

(Ms. Lichtenberg leaves the table.)

MR. LOUX: Would you prefer to move to the pricing issues next, or do you not have a preference?

MR. DYGERT: My understanding was that we were--

MR. LOUX: I meant subpanel one of the pricing issues, and that would be III-18 and the 14 number four issues. I suggest that only because I 15 | may be the only one that has a very short line of cross on III-18, but I don't know what WorldCom has on VI.

MS. KELLEY: We waived on all the V issues.

> MR. LOUX: Sorry.

MR. DYGERT: My understanding was there was no cross on the subpanel one issue, but I

gather you have some brief --

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MR. LOUX: I will try to make it very brief. I want to make sure that for purposes of the record we understand where at least AT&T and Verizon are on that issue.

MR. DYGERT: All right.

## CROSS-EXAMINATION

Good afternoon, gentlemen. MR. LOUX:

I think we are very close on this issue, at least with respect to terms and conditions, and I think we are also fairly close on the issue of the application of rates and the interplay of the 13∥tariff in the contract, but I want to explore one 14 precise point.

At the end of this proceeding the Commission will order rates, and those rates will apply regardless of whether you file a tariff, a compliance tariff, or append those rates to Interconnection Agreements of the petitioners and other CLECs; isn't that right?

21 MR. DALY: That's correct.

You do not currently file a UNE MR. LOUX:

tariff in Virginia; is that correct?

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MR. ANTONIOU: Could you repeat that?

MR. LOUX: You have chosen today not to file a tariff in Virginia for the offering of unbundled network elements; isn't that true?

It's correct to stay that as of MR. DALY: today we have no UNE tariff in Virginia.

MR. LOUX: And if you were to choose next year to file unbundled network elements tariff in Virginia and to include in that tariff terms and conditions that were inconsistent with our contract, our contract terms would prevail, would they not?

MR. ANTONIOU: When you say "terms and conditions, " you're not referring to rates?

> MR. LOUX: That's right.

MR. ANTONIOU: We agree with you.

MR. LOUX: And if as part of that process you were to file the rates that were ordered at the 20 conclusion of this proceeding, except for perhaps one rate--let's choose switching--and propose in 22 that proceeding to change the switching rate, which

1 rate would apply to the petitioners? The switching 2 rate that you propose in your tariff or the one in our contract?

MR. ANTONIOU: If we could just walk through to make sure we understand your question.

There would be a switching rate at the end of this proceeding on the contract, and then there 8 would be a tariff filing in a year or so from now at the conclusion of which there would be some 10∥other effective rate based on that tariff, a rate that goes into effect, either proved or otherwise, and your question is what do we think would be the 13 applicable rate for AT&T?

> MR. LOUX: Yes.

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MR. ANTONIOU: We believe in that case the 16 | rate would be the one that is legally effective, whether approved or by process of law in Virginia from a tariff filing.

> MR. LOUX: Thank you. That's all I have. **OUESTIONS FROM STAFF**

MS. DAILEY: I just have, I think, a few 22 questions on this issue.

I had understood that III-18 is also a WorldCom issue; is that correct?

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MS. KELLEY: That is correct.

MS. DAILEY: Okay. I believe there is testimony in the record that, in some instances, tariffs should appropriately be referenced in the Interconnection Agreement, and I guess I'm a little bit confused as to when the parties are agreed that tariffs should be referenced and when they don't think that tariffs should be referenced. What tariffs are appropriately referenced in the agreement, and what tariffs are inappropriately referenced in the agreement?

And if we could just go party by party.

MR. ANTONIOU: For Verizon, any tariff that might come into effect, going to Mr. Loux's example a moment ago saying a year from now there might be a tariff filing in Virginia, let's say that that tariff filing dealt with 11 UNEs, the contracts say dealt with 10, so there is a provision for a new UNE that there might have been ordered, for example, in the coming year. It would

1 be Verizon's position that with respect to that  $2 \parallel 11$ th UNE, the one that's not dealt with in the contract, that those tariff provisions would apply. With respect to the other 10 items, the other 10 UNES, the provisions that would be in the contract would apply, so the tariff would not apply to the items.

MS. DAILEY: You're distinguishing between rates and terms and conditions; correct?

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MR. ANTONIOU: Yes. Our general statement about rates is that all carriers should be charged the same rates, such that if there is a legally effective rate in the state, and our view would be ||if there's a tariff filing and that rate goes into effect for a particular UNE, then all carriers 16 would get that rate from the date of effectiveness of that rate, notwithstanding that a year before there may be some different rate in the contract. In our views, that would be the legally effective 20 rate in the state.

MS. DAILEY: Could we hear from the other 22 parties.

MR. HARTHUN: From WorldCom's point of view, I think the testimony that you were referring  $\parallel$ to where certain tariffs would be appropriately referenced was meant to deal with--would depend on the specific issues we are talking about. think of any examples offhand, but if there was a particular service that was offered in a tariff, a reference may be appropriate, but that's vastly different than a wholesale reference to tariffs.

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MS. DAILEY: Okay. Let me ask just a clarification of that. Are you talking about a 12 | Verizon tariff? You're not talking about any--a 13 WorldCom tariff?

MR. HARTHUN: It could potentially be 15 both, depending on the nature of the service, and 16 again it would depend on the issue that we are talking about here, the service it's trying to be 18 offered. But it could be both.

I think largely it would be a Verizon 20 tariff because most of the service purchased under 21 this agreement is a Verizon service, but again it's 22∥a narrow service offering and would be a very

narrow reference and cite to the tariff. It would not be wholesale incorporation of the tariffs as they apply to network elements, for example.

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MR. ARGENBRIGHT: I might be able to give a specific example, which would be switched access services. Those terms and conditions for the exchange of that traffic are dealt with in the Interconnection Agreement, but the particular rates associated with that service are appropriately referenced in a tariff. And that would be for both parties.

MS. DAILEY: Does AT&T have an answer?

MR. CEDERQVIST: Yeah. For AT&T, in any
case in which we agree to reference a tariff for
rates mutually, of course, you would have the rates
in the tariff.

And the instance in which Chris Antoniou was discussing where you have 10, let's say--let's call them UNEs addressed in this proceeding, and therefore it's in our contract, and then you have an 11th UNE in the tariff, the difference there would be that for AT&T, those 10 UNEs would be

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controlled by the agreement for terms, conditions 2 and rates.

So, the difference here is that Verizon is 4 saying the rates would not be controlled by the 5 agreement, and ours is that they would.

MS. DAILEY: And the rate and the terms and conditions for the 11th UNE would be controlled 8 by Verizon's tariff?

MR. CEDERQVIST: It could be controlled by 10∥the tariff or it could be controlled by the 11 agreement if we mutually agreed to amend it.

12 That's a possible avenue as well. But if we choose 13 not to do that, we could buy it out of the tariff 14 at the rate in the tariff.

MS. DAILEY: Okay. In the Verizon 16 testimony, rebuttal testimony--and I'm not going to 17 have an exhibit number for this--that was filed 18 | September 5th, 2001 -- it's probably beyond this consolidated group of issues -- I'm looking at page 20 three.

> MS. FAGLIONI: It's Verizon Exhibit 28.

MS. DAILEY: Line 21 to 23. Can you read

that. I think it starts, "Verizon states that a state commission should not expend." Is that there?

MR. ANTONIOU: Yes.

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MS. DAILEY: Could you read me that sentence.

MR. ANTONIOU: (Reading) In addition, and consistent with the New York Public Service Commission's recent order in the recent 10 AT&T/Verizon New York, Inc., arbitration cited in 11 the panel's direct testimony, the state commission, 12∥as a general rule, should not have to expend 13 precious resources relitigating on a contract-by-contract basis issues that it already 15 has decided in a global proceeding.

MS. DAILEY: Okay. My question for you What global proceedings are currently pending is: in Virginia that would pertain here?

MR. ANTONIOU: I'm going to take a minute 20 to read through a couple of other sentences to understand the context of your question better.

> MS. DAILEY: Sure.

(Pause.)

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MR. ANTONIOU: Okay. This is how I would
answer it: I think we tried to make clear from the
Verizon standpoint, whatever goes into these
contracts as far as terms and conditions with
respect to UNEs in particular, for the term of the
contract those will be the terms and conditions.

So, if the Virginia Commission were to approve a
UNE tariff, it's not our position that the contract
terms would not apply.

If the Virginia Commission were to say that these are the terms and one can only purchase out of the tariff, then that would occur pursuant to the terms of the order. But typically that wouldn't be the case; that the tariff would be approved or otherwise go into effect, and if someone wished to purchase out of it, they could.

That said, the petitioners with their contracts for the UNE terms could purchase out of the tariff or pursuant to the terms of the contract.

All that said, I'm not sure if I have been

1 responsive to your question.

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2 MS. DAILEY: No. My question was: What 3 l global proceedings are currently pending in 4 Virginia that would affect this? You're citing to 5 the New York--to the New York situation, and without trying to testify myself, my understanding is there is quite a bit of action in New York that would pertain to multiple carriers outside of the Interconnection Agreement, New York collaborative process. 10 |

My question is: Is there something like that that is going on in the State of Virginia? that what you're testifying about? When you refer to the New York proceedings, are you talking about the collaborative kind of efforts?

MR. DALY: The testimony you're referring to is referring to the recent arbitration decision 18∥between AT&T and Verizon in New York, wherein that decision the New York Commission cited, in 20 resolving this issue, that it's consistent with their practice that once a tariff has been--once a global proceeding such as a tariff proceeding has

1∥been completed, that those terms and conditions would apply.

3 MS. DAILEY: Are there global proceedings--

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The response in answer to your MR. DALY: question, right now I'm not aware of any global 7 proceedings, with "global proceedings" being defined as a rate proceeding outside of this 9 arbitration or a proceeding dealing with an 10 | introduction of a new tariff such as a UNE tariff or a resale tariff.

> MS. DAILEY: Thank you.

I do need to also understand, and I apologize, maybe this issue has been resolved in light of the late-breaking news about issue VII-23  $16 \parallel$  to 25, but is it the parties' position that with 17 respect to tariffs that are appropriately 18 referenced in the agreement that get amended 19 subsequently, so let's say the parties have agreed 20 to reference a particular tariff in the agreement. 21 Is it the parties' position that the current tariff 22 that is in the state of the art at the time the

1 Interconnection Agreement is approved will govern 2||through the end of the Interconnection Agreement through the termination of the Interconnection Agreement, or in that situation if an appropriately 5 referenced and agreed-to tariff is referenced in the agreement that amendments to the tariff would apply to the agreement? That was kind of a complicated question. 8 II

I believe that issue was MR. FIRSCHEIN: 10 | raised in VI-1(R), and I don't know the panel up here right now is prepared to testify on that issue, if you want to answer that now or save it for later.

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MR. ANTONIOU: For Verizon we could answer our view, and that is not only tariffs, but statutes, regulations, references -- it is whatever is in effect from time to time as amended. would not look to freeze a document that provides guidance or otherwise governs a relationship at some point in time, say, the day of the effectiveness of the contract. Rather, it's a fluid process, whatever it might be from time to

1 time in effect.

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MR. DALY: To follow up on that response, there is another part to the contract that talks about how--what's the governing document in the case of a conflict? So, say, for instance, in the tariff with substantive terms and conditions for UNEs and they potentially conflict or maybe they conflict with the terms and conditions in the 9 contract, the order of precedence set forth in the contract says that the contract is the controlling 11 document.

MS. DAILEY: I'm not sure I understood 13 | that question--I mean, that answer. My question 14 | had to do with tariffs that are referenced in the contract which I--I'm trying to figure out whether 16∥the petitioners view these as a static document that's in place at the end at the time that the Interconnection Agreement is executed, or does the concept of incorporating a tariff include the concept that the tariff will be modified?

21 MR. DALY: It includes the concept that 22 the tariff would be modified.

MR. ARGENBRIGHT: I would go back to my 2 earlier example of mutually agreed-to tariff such as switch accessed tariff, and that would be fluid 4 with--changes in that tariff would be--to the 5 extent we agreed to reference out to it, it would change what changes in the tariff.

MR. CEDERQVIST: From AT&T's perspective, we specifically state in the contract what we mean, 9 and it is normal practice for us to agree--when we 10 | are referencing tariffs we use the word "blank tariff, as amended, " from time to time. those words, so we make it explicit rather than 13 subject to guess.

> Okay. MS. DAILEY:

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MR. ANTONIOU: And I believe in the 16 | Verizon version of the contract, there is a clause 17 that makes clear not only for tariffs, but again for all the other various documents in the 19∥agreement, that it is as those documents are 20 | amended and in effect so one doesn't have to for each document make the statement as amended in 22 effect.

1 MS. DAILEY: I have a question about issue IV-32 about Verizon's direct testimony filed August 17th, page 12. 3 MS. FAGLIONI: That would be mediation 4 5 issues.

MS. DAILEY: This would be a mediation issue.

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8 MS. FAGLIONI: Direct testimony, Verizon Exhibit 11.

MS. DAILEY: There was testimony--the quote I have, I believe, is that the FCC or 12 | Virginia Commission could recognize Verizon's right 13∥to recover costs outside the rates contemplated in the agreement.

Do you see that testimony?

MR. ANTONIOU: Yes, we do.

MS. DAILEY: Could you read the sentence for me. I'm sorry, I don't have it all here.

MR. ANTONIOU: (Reading) To the extent 20||that this Commission or the Virginia Commission 21 recognizes Verizon Virginia's right to recover 22 costs outside the rates contemplated in this

1 Interconnection Agreement, Verizon Virginia should 2 not be required to contractually bargain away such a right.

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Could you tell me what kind MS. DAILEY: of costs would be appropriate for recovery outside the rates contemplated in this agreement?

MR. ANTONIOU: Sure. An example would be where there might be some third-party licensing right that pursuant to a court decision last year or so, ILECs are required to expend best efforts to obtain, and they, in fact, do expend such efforts on behalf of CLEC or CLECs. And in order to obtain those additional rights on behalf of the CLEC they didn't have before, the ILEC expended a certain amount of money, say a million dollars, and the ILEC would typically--it hasn't happened yet that I'm aware of, but in that case the ILEC would go to the Commission and say this is what we had to spend in order to exercise our best efforts, and we believe there should be a means by which we could obtain recompense for what we expended, so that's an example.

MS. DAILEY: Okay. I would like to have some response from the other parties as to whether or not that would be an appropriate instance for cost recovery.

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MR. ARGENBRIGHT: I'm not familiar with the specific example that was given, but the concern we got or the position is we would like the rates in the agreement to be those rates, and the ability to unilaterally level other charges, levy other charges, is what we want to prohibit.

Now, we do have language, I believe, elsewhere in the agreement that upon a state order that addresses--impacts our agreement, then perhaps those charges would be appropriate, but it's the--it is Verizon deciding they have incurred some costs that were not addressed when the pricing was set in the agreement originally.

Did that help?

MS. DAILEY: Yeah. I guess my other question would be: Is this something that has happened in the past? I mean, is this a concern that has occurred? Is this based on a problem